



# Ombuds Office

A confidential, independent, neutral, informal and safe venue to discuss concerns, conflicts and challenges.

## THE OMBUDS CAN:

- *Listen and serve as a confidential sounding board.*
- *Coach you through your conflict.*
- *Help you generate options and evaluate what option is best for your situation.*
- *Help you reframe your situation and see it from multiple perspectives.*
- *Answer your questions about University policy, procedures and formal channels.*
- *Educate you on conflict resolution, communication, restorative justice and self-advocacy.*
- *Mediate conflicts.*
- *Facilitate difficult conversations among individuals or larger groups.*
- *Offer training in conflict resolution and communication strategies.*
- *Identify systemic trends and report them to University leaders before they escalate*
- *Recommend changes in policies and procedures to University leaders.*

## THE OMBUDS CANNOT:

- *Accept notice on behalf of the University.*
- *Advocate on behalf of anyone or on behalf of the University.*
- *Make binding decisions or change policies.*
- *Participate in any formal process, procedure or investigation.*
- *Create records with identifiable information.*

## MEET

The Ombuds can meet you over the phone, via video chat or in person. Meetings can be scheduled at the Ombuds Office, where there is free parking, or at another location convenient to you. After-hours meetings are possible.

## LEARN MORE

Reach out to the following individuals, visit our website at [clemson.edu/ombuds](https://clemson.edu/ombuds) or stop by our office at 135 Old Greenville Hwy, Suite 203, Clemson, SC, 29631.

## CONTACT



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